

ABSTRACT OF THE DISCLOSURE**MANAGING ANALYSIS OF A DEGRADED SERVICE IN A GRID ENVIRONMENT**

5

A method, system, and program managing analysis of a degraded service in a grid environment are provided. In a grid environment of multiple diverse systems, a service availability management agent is enabled to receive multiple types of error messages generated from the multiple diverse systems within the grid environment. Each error message is parsed to determine a general error indicator. Then, the service availability management agent attempts to resolve the general error indicator and return a solution to each parsed error message. Solutions may include an adjustment of resource usage by a particular service, an explanation of a particular error message, or a recommendation of alternate resources. The service availability management agent preferably specifies the transmission of the solution in a format specified for the requester system.